

Update Bank details

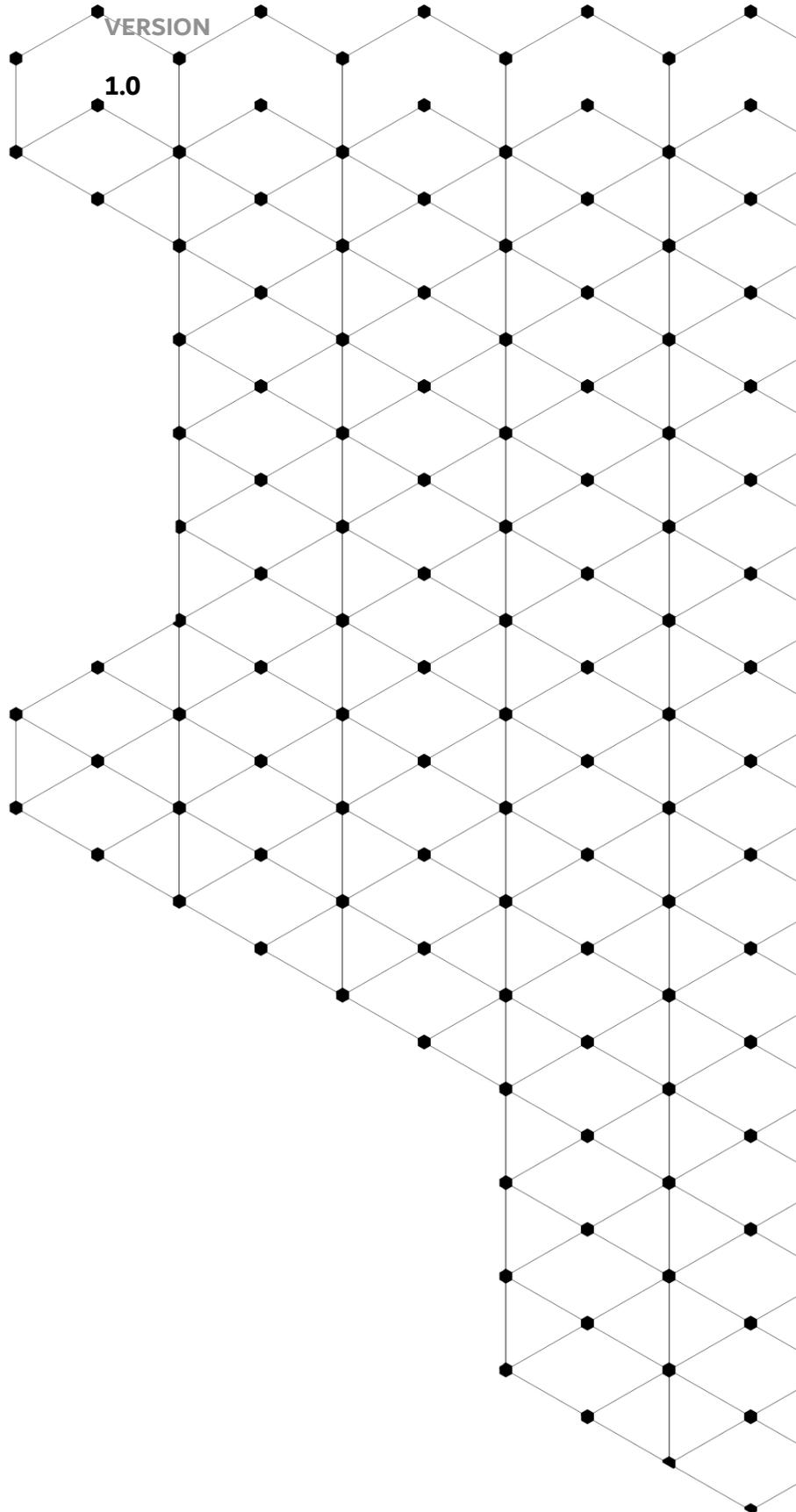
**USER
MANUAL**

ISSUE DATE

29 NOV 2023

REVISION DATE

29 NOV 2023



Overview

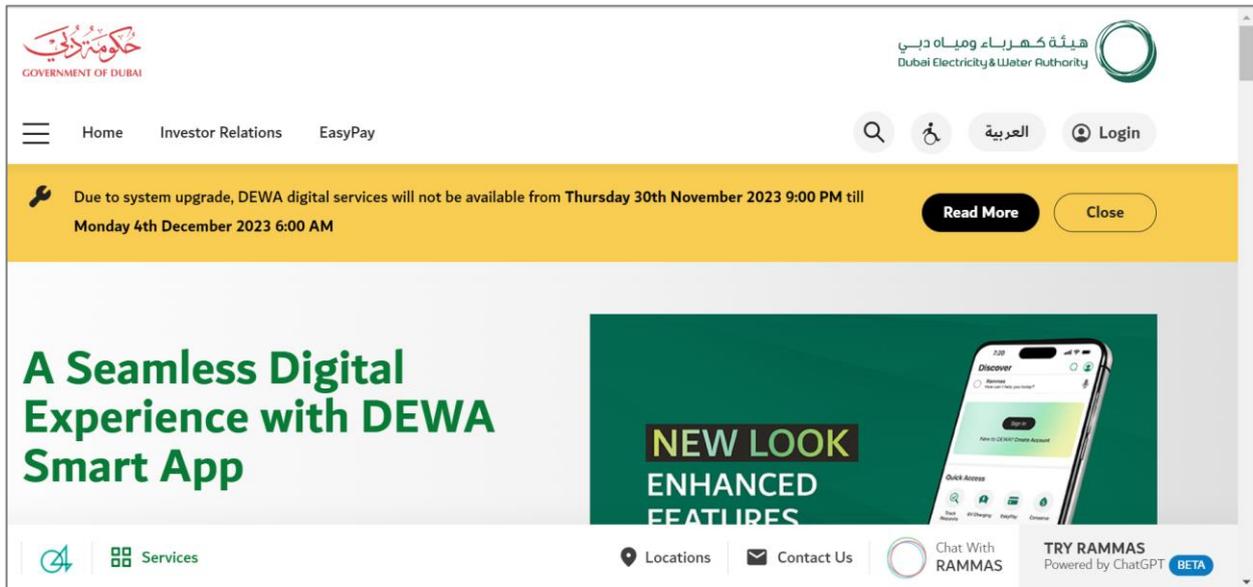
The aim of this Tutorial is to learn the Bank details update process on supplier portal.

1.1 Service features

1. DEWA Website Navigation And Supplier Login
2. Submit Application To Add New Bank Account
3. Submit Application With PO Factoring Process
4. Cancel Vendor Bank Application
5. Track Application

1.2 How to request

1.2.1 Navigate DEWA Website



User can use <https://www.dewa.gov.ae/en/supplier> to access the SUPPLIER LOGIN WEBSITE . You can Bookmark this page for future use.



The screenshot shows the top navigation bar with the Government of Dubai and DEWA logos. Below it are five user role icons: Consumer (house), Builder (worker), Partner (handshake), Supplier (box), and Student (graduation cap). The 'Supplier' icon is highlighted with a red border. Below the icons are three service categories: 'Trending Services' (Bill Payment, Activation, Technical Notifications), 'Supply Management' (Activation, Deactivation, Transfer), and 'Consumption Management' (Smart Living, Verification, Compare Accounts).

User Action: Scroll down and click on Supplier to access the supplier portal

The screenshot shows the Supplier portal interface. The 'Supplier' icon is now highlighted with a green border. Below it are three main service categories: 'Main Services' (Register New Vendor, Open Tender, Procurement, RFX & Auction), 'Support Services' (Submission of Generation Projects Documents, Suggestions & Complaints), and 'Useful Links & Guides' (FAQs & Tutorial Videos, New Vendor Registration Guide, Update Vendor Profile Guide, Suppliers code of Conduct & Ethics).

User Action: Scroll down and Click on Register New Vendor Service to access the Supplier Login Portal.

1.2.2 Supplier Login

Home Contact Us

Search Accessibility Login

Welcome to DEWA

I am

Consumer

Builder

Supplier

Job Seeker

Government

Supplier Login

Username: 224476

Password:

Remember me

Forgot Password?

Login OR [Create an Account](#)

User Action: Enter **Supplier Username** and **Password** and clicked on **Login** button to access the services.

Home Contact Us

Search Accessibility 224476 LOGOUT

Dashboard **Company Profile** My Profile Manage Users

Main Services

- Vendor Training
- Track Application

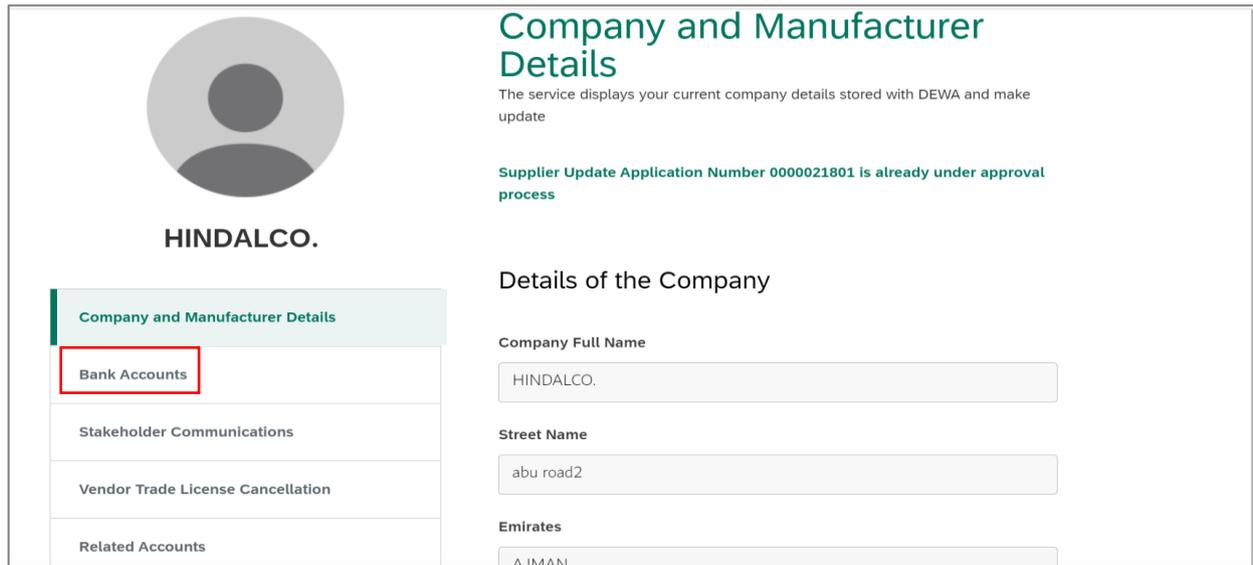
Support Services

- Submission of Generation Projects Documents
- Suggestions & Complaints

Useful Tools Guides

- Supplier FAQ's
- New Vendor Registration Guide
- Update Vendor Profile
- Update Vendor Bank Details
- RFx and Quotation submission for

User Action: You can click on **Company Profile** tab to update Bank details.



Company and Manufacturer Details

The service displays your current company details stored with DEWA and make update

Supplier Update Application Number 000021801 is already under approval process

HINDALCO.

- Company and Manufacturer Details
- Bank Accounts**
- Stakeholder Communications
- Vendor Trade License Cancellation
- Related Accounts

Details of the Company

Company Full Name: HINDALCO.

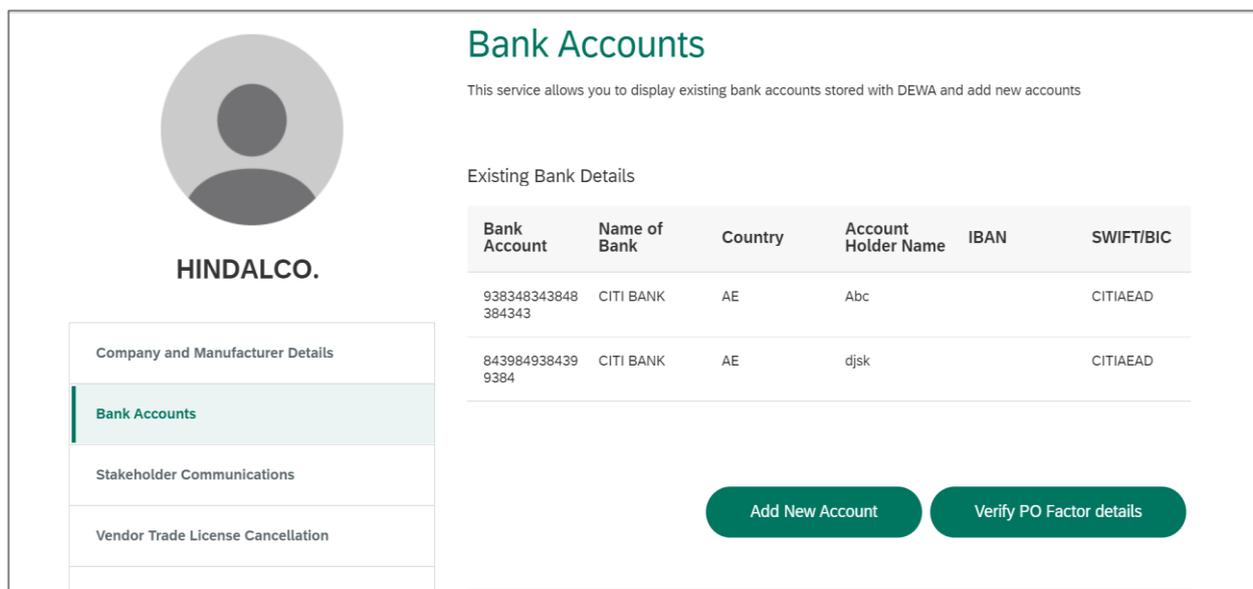
Street Name: abu road2

Emirates: AJMAN

User Action: Click on **Bank Accounts** to update the bank details.

1.2.3 Submit Application To Add New Bank Account

Information: There are two section where one is showing Existing Bank Details and other is showing Bank applications with their status.



Bank Accounts

This service allows you to display existing bank accounts stored with DEWA and add new accounts

HINDALCO.

- Company and Manufacturer Details
- Bank Accounts**
- Stakeholder Communications
- Vendor Trade License Cancellation
- Related Accounts

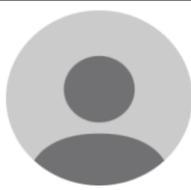
Existing Bank Details

Bank Account	Name of Bank	Country	Account Holder Name	IBAN	SWIFT/BIC
938348343848 384343	CITI BANK	AE	Abc		CITIAEAD
843984938439 9384	CITI BANK	AE	djsk		CITIAEAD

[Add New Account](#) [Verify PO Factor details](#)



Request Number	Bank Account	Name of Bank	Country	Account Holder Name	IBAN	SWIFT/BIC
1000006526	93834834384 8384343	Dubai Bank	AE	Abc		45454
Status: Approved Cancel:						
1000006527	84398493843 99384	DB	AE	djsk		23232
Status: Approved Cancel:						
1000006701	21142680940 1	Dubai International Bank	AE	ABC	AE280260000 21142680940 1	



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Bank Accounts

This service allows you to display existing bank accounts stored with DEWA and add new accounts

Existing Bank Details

Bank Account	Name of Bank	Country	Account Holder Name	IBAN	SWIFT/BIC
938348343848 384343	CITI BANK	AE	Abc		CITIAEAD
843984938439 9384	CITI BANK	AE	djsk		CITIAEAD

Add New Account

Verify PO Factor details

Services

Locations

Contact Us

Chat With RAMMAS

User Action: To add new bank account, you can click on **Add New Account** button.



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Bank Accounts

This service allows you to display existing bank accounts stored with DEWA and add new accounts

Add New Bank Account ✕

Bank Name

Bank Address

Bank Country Code

Bank Account

IBAN

Account Holder Name

User Action: Enter the **Bank Name** and **Bank Address**. Select **Bank Country Code** from the dropdown list. For example, **United Arab Emirates**. You must enter the **Bank Account** number and **IBAN** details of the bank.



Account Holder Name	IBAN	SWIFT/B
Abc		45454
djsk		23232
ABC	AE280260000 21142680940 1	

Account Holder Name: Rashid k

Account Currency: United Arab Emirates Dirham

Swift Code (Optional):

Upload your File

Supported File Types: PDF, PNG, JPG (Up to 5 MB)

Submit

User Action: You must enter the account holder name in the **Account Holder Name** field. Select Account Currency from dropdown list. For example, United Arab Emirates Dirham.

If there are correspondent bank account. You can select Radio button as “Yes” else select “No”

Do you want to add Correspondent Bank Details?

Yes No

Bank Country Code: United Arab Emirates

Bank Name: Abu Dhabi Commercial Bank

Bank Address: Dubai

Swift Code (Optional):

Cheque copy or Bank Statement or Bank Letter

Upload your File

Supported File Types: PDF, PNG, JPG (Up to 5 MB)

Abc	45454
djsk	23232
ABC	AE280260000 21142680940 1

User Action: Click on Bank Country Code button and select Country Code from the dropdown list. For example, United Arab Emirates. Enter the **Bank Name** of the correspondent account. Enter the **Bank Address** of correspondent account.

Swift Code (Optional)

Cheque copy or Bank Statement or Bank Letter

Upload your File

Supported File Types: PDF, PNG, JPG (Up to 5 MB)

PDF attachment 1.pdf 1.326MB

Submit

djsk	23232
ABC	AE280260000 21142680940 1
sds	23457771231 23213233234 34343434343 4

User Action: Click on **Upload your File** button to upload Cheque copy or Bank statement or Bank Letter. Files size should be maximum 5 MB only. Allowed file size are PDF, PNG and JPG only. Click on **Submit** button to submit new bank details.

100006526 93834834384 Dubai Bank AE Abc 45454

8384343

AE djsk 23232

AE Rashid k AE130260001
10250127460
1

100006701 21142680940 Dubai AE ABC AE280260000
International 21142680940

1

Success

Request to add Bank Account sent successfully with reference no : 100006705

OK

Cancel:
Cancel

User Action: On Submission you will receive Success message with reference number as above. Click on **Ok** button.

Request Number	Bank Account	Name of Bank	Country	Account Holder Name	IBAN	SWIFT/BIC	Status	Cancel
1000006526	93834834 38483843 43	Dubai Bank	AE	Abc		45454	Approved	
1000006527	84398493 84399384	DB	AE	djsk		23232	Approved	
1000006705	000110250 1274601	Dubai Bank	AE	Rashid k	AE130260 001102501 274601		Pending	Cancel
1000006558	123468	city bank	AE	sds	23457771 23123213 23323434 34343434 34		Cancelled by Vendor	
1000006528	30303030	Db	AE	A		99833222	Cancelled	

User Action: Check application details with pending status. Once the request is approved / reject. Status of the application will change to Approved / Rejected. After the approval Bank Details will get update in the vendor master.

1.2.4 Submit Application With PO Factoring Process

PO Factoring (Assignment) process is designed to automate the Assignment of Bank information for a PO or contract and related invoice posting and payments through integration of information received from Vendor Banks with SRM and SAP. An email will be sent to the Vendor requesting the confirmation of the bank details in SRM.



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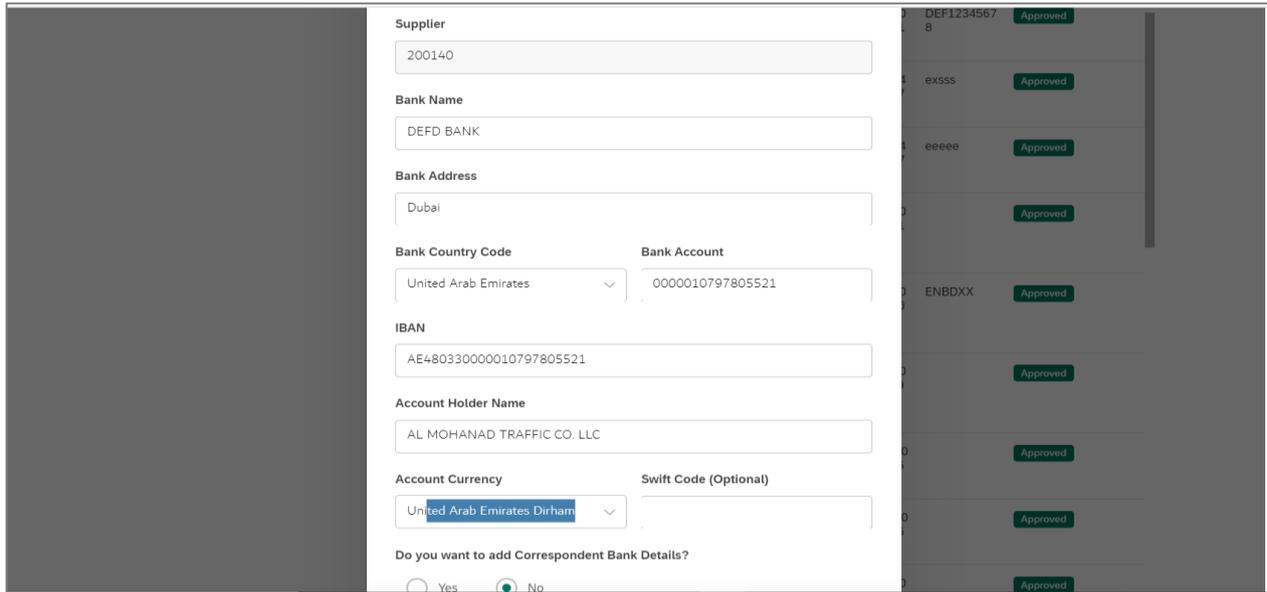
Bank Accounts

This service allows you to display existing bank accounts stored with DEWA and add new accounts

Bank Account	Name of Bank	Country	Account Holder Name	IBAN	SWIFT/BIC
938348343848 384343	CITI BANK	AE	Abc		CITIAEAD
843984938439 9384	CITI BANK	AE	djsk		CITIAEAD

Add New Account Verify PO Factor details

User Action: Click on **Verify PO Factor Details** Button to update bank details requested for a specific PO / Contract.



Supplier: 200140

Bank Name: DEFD BANK

Bank Address: Dubai

Bank Country Code: United Arab Emirates

Bank Account: 0000010797805521

IBAN: AE480330000010797805521

Account Holder Name: AL MOHANAD TRAFFIC CO. LLC

Account Currency: United Arab Emirates Dirham

Swift Code (Optional):

Do you want to add Correspondent Bank Details? Yes No

DEF12345678 Approved

exsss Approved

eeeee Approved

Dubai Approved

ENBDXX Approved

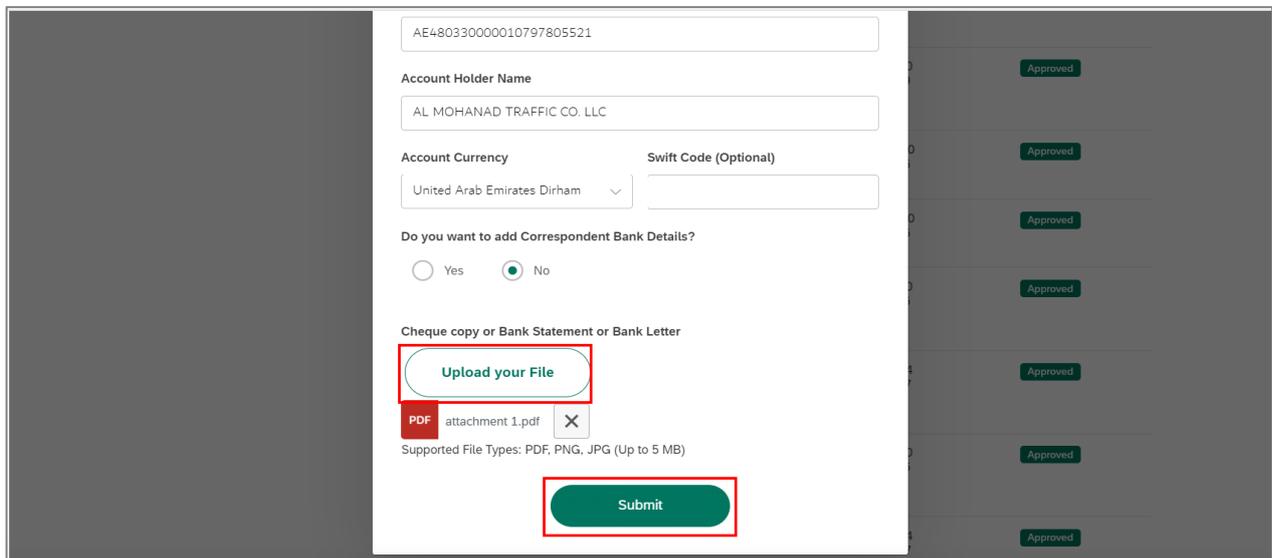
Approved

Approved

Approved

Approved

User Action: On PO Factor details form you will find auto updated Bank fields like Bank Country Code, Bank Account, IBAN and Account holders name requested from PO factoring request. You can update other fields like Bank Name, Bank Address, Account Currency, etc.



AE480330000010797805521

Account Holder Name: AL MOHANAD TRAFFIC CO. LLC

Account Currency: United Arab Emirates Dirham

Swift Code (Optional):

Do you want to add Correspondent Bank Details? Yes No

Cheque copy or Bank Statement or Bank Letter

Upload your File

PDF attachment 1.pdf X

Supported File Types: PDF, PNG, JPG (Up to 5 MB)

Submit

Approved

Approved

Approved

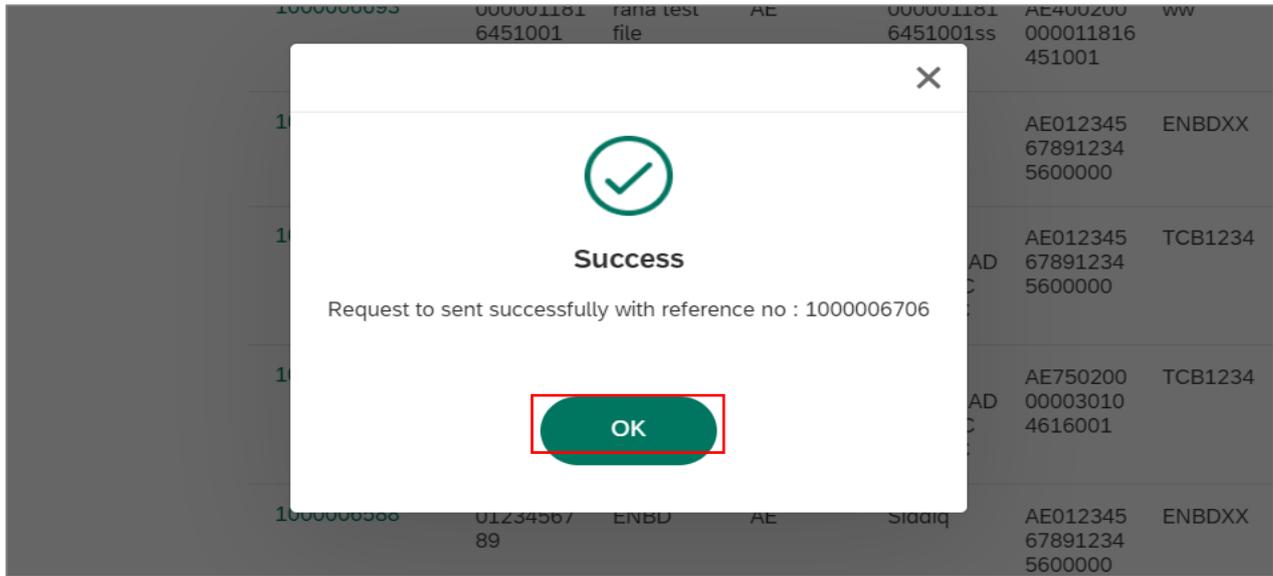
Approved

Approved

Approved

Approved

User Action: Click on **Upload your File** button to upload Cheque copy or Bank statement or Bank Letter. Files size should be maximum 5 MB only. Allowed file size are PDF, PNG and JPG only. Verify all the updated details and click on **Submit** button.



User Action: On Submission you will receive Success message with reference number as above. Click on Ok button.

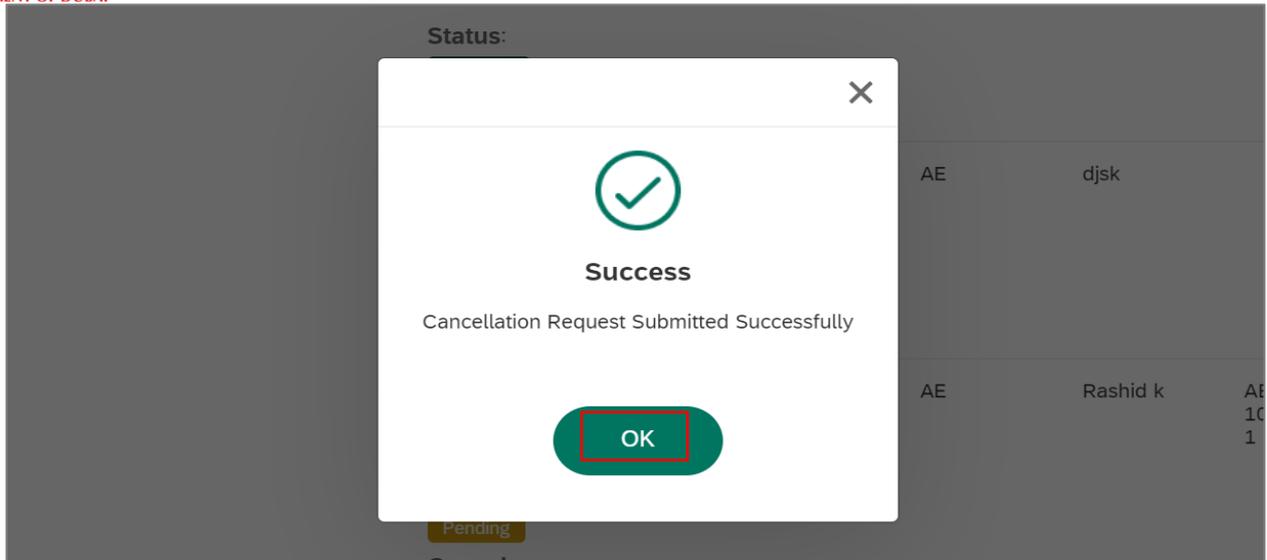
100006696	nnnn	yy	AF	nnnn			Pending	Cancel
100006702	888888	jii	IN	nnnn		999999	Pending	Cancel
100006706	0000107 97805521	DEFD BANK	AE	AL MOHANAD TRAFFIC CO. LLC	AE480330 00001079 7805521		Pending	Cancel
100006617	000101146 0128101	ENBD	AE	SIDDIQ	AE810260 001011460 128101	eeee	Cancelled by Vendor	
100006667	22435234 01	STANDAR D CHARTER ED BANK	AE	Siemens Energy Global GmbH & Co. KG	AE180440 00000224 3523401	SCBLAEADX XX	Cancelled by Vendor	

User Action: Check application details with pending status. Once the request is approved / reject. Status of the application will change to Approved / Rejected.

1.2.5 Cancel Vendor Application

Approved								
Cancel:								
100006705	00011025012 74601	Dubai Bank	AE	Rashid k	AE130260001 10250127460 1			
Status:								
Pending								
Cancel:								
Cancel								
100006701	21142680940 1	Dubai International Bank	AE	ABC	AE280260000 21142680940 1			
Status:								
Pending								
Cancel:								
Cancel								
100006558	123468	city bank	AE	sds	23457771231 23213233234 23213233234			

User Action: You can click on Cancel button to cancel the application.



User Action: You will receive success message on cancellation. Click on **OK** button.

1000006555	000021107 7340102	bank	AE	sds	AE780260 000211077 340102	Cancelled by Vendor
1000006701	211426809 401	Dubai Internation al BAnk	AE	ABC	AE280260 000211426 809401	Cancelled by Vendor

User Action: You can check application details with Cancelled by Vendor status.

1.2.6 Track Enrollment Status

Welcome to DEWA

I am

Consumer

Builder

Supplier

Job Seeker

Government

Supplier Login

Username

Password

Remember me

[Forgot Password?](#)

OR [Create an Account](#)

User Action: Enter **Supplier Username** and **Password** and clicked on **Login** button to access the services.



The dashboard includes a navigation bar with 'Home' and 'Contact Us' links, a search icon, a user ID '224476', and a 'LOGOUT' button. Below the navigation are tabs for 'Dashboard', 'Company Profile', 'My Profile', and 'Manage Users'. The main content area is divided into three columns: 'Main Services' (with 'Track Application' highlighted in a red box), 'Support Services', and 'Useful Tools Guides'.

User Action: Click on **Track Application** Service to track the application.

The 'Track Application' page features a search bar and a 'Search' button. Below, a list of requests is shown, with the first item 'Request for Bank Account Addition 001000006705' highlighted in a red box.

User Action: Click on bank request number to check the latest status.

The detailed view of the request 'Request for Bank Account Addition 001000006705' shows a status of 'In Process'. A timeline indicates the request was submitted at 4:46 PM and is currently in progress as of 5:20 PM. A message at the bottom states: 'Your Request is currently in progress. Please note that estimated completion time for this service is 3 working days.' A 'View Application' link is highlighted in a red box.

User Action: Click on **View Application** hyperlink to display the application.



99384

Status:
Approved
Cancel:

100006705	00011025012 74601	Dubai Bank	AE	Rashid k	AE130260001 10250127460 1
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Status:
Pending
Cancel:
Cancel

100006558	123468	city bank	AE	sds	23457771231 23213233234 34343434343 4
-----------	--------	-----------	----	-----	--

User Action: Click on Application Number to see the details.

This section allows you to view details of existing bank accounts registered with DEWA and add new accounts

Bank Accounts

Display Bank Account ✕

Request Number
100006705

Bank Name
Dubai Bank

Bank Address
Dubai

Bank Country Code **Bank Account**
United Arab Emirates 0001102501274601

IBAN
AE130260001102501274601

Account Holder Name
Rashid k

Account Holder Name	IBAN	SWIFT/BIC
		CITIAEAD
		CITIAEAD

[Verify PO Factor details](#)

Details of the application is displayed.